

Consumer Complaints to CAP 04/21/2011-04/21/2017

Matter Name	Matter #	Matter Type	Opened Date
Clapper, Nicole (Aspen Dental) CAP	2016-09279	Complaint	12/9/2016
Lovejoy, Candy (Aspen Dental) CAP	2016-05797	Complaint	7/25/2016
Savoie, Lisa (Aspen Dental) CAP	2016-04906	Complaint	6/20/2016
Berger, Gretchen (Aspen Dental) Cap	2016-02932	Complaint	4/14/2016
Sudol, Nodi (Aspen Dental) CAP	2016-00532	Complaint	1/25/2016
Morse, Matthew (Aspen Dental) CAP	2016-00250	Complaint	1/14/2016
Grace, Lawrence (Aspen Dental Headquarters) CAP	2015-10601	Complaint	12/14/2015
Lacasse, Melissa (Aspen Dental). CAP	2015-05469	Complaint	6/18/2015
Benoit, Deborah (Aspen Dental) CAP	2015-01307	Complaint	2/13/2015
King, Frederick (Aspen Dental) CAP	2014-10899	Complaint	12/16/2014
Jones, Brenda (Aspen Dental) CAP	2014-7114	Complaint	8/8/2014
Wayland Porter (Aspen Dental)	CAP11-05-1049	Legacy Matter	5/6/2011

Matter Summary

Consumer would like to file a complaint against Aspen Dental for refusing to refund her dentures.

The consumer went in to have a procedure done and was told other procedures she needed. Because the consumer claims that the business is refusing to send her her dental records and other documentation

Complaint against Aspen Dental. The consumer went in to the doctors office to get an opinion on some dental work. Complainant was told they were only obliged to pay for their extractions (cost: \$1388). They already paid \$2393 to the dentist. Consumer feels that the billing at Aspen Dental is confusing and would like it changed so that he can understand it. Consumer reports business billed him for what were supposed to be free x-rays.

Keep changing billing statements. Believes they are overcharging.

Looking to make dentures from Aspen Dental. got a bottom denture but it broke. Was given a relief check but was not cashed. Consumer had 5 teeth pulled, dentures he was given didn't fit. Tried to have them realigned but they still aren't fitting. Having problems with her dentures fitting. Her dental company made a new plate, which has just continued to be made. Consumer had dental work done at biz, He agreed to pay \$78/month for three years, the dental bill arrived and bi

Claimed Losses	Status Date	Process Code
\$1,785.00	1/20/2017	REG - Complaint sent to business for a response
\$800.00	7/25/2016	REG - Complaint sent to business for a response
	9/12/2016	REG - Complaint sent to business for a response
rk. The consumer	4/14/2016	REG - Complaint sent to business for a response
\$1,005.00	4/18/2016	REG - Complaint sent to business for a response
t better. He feels t	10/21/2016	REG - Complaint sent to business for a response
\$164.00	12/14/2015	REG - Complaint sent to business for a response
\$33.60	6/26/2015	REG - Complaint sent to business for a response
\$11,094.00	6/11/2015	REG - Complaint sent to business for a response
tting right. Reques	12/16/2014	REG - Complaint sent to business for a response
uncomfortable an	8/8/2014	REG - Complaint sent to business for a response
\$0.00	5/20/2011	REG - Complaint sent to business for a response

Status Code

PEN - Pending

PEN - Pending

RES - Resolved

PEN - Pending

RES - Resolved

NBR - No Business Response After Repeated Attempts

RES - Resolved

RES - Resolved

PART - Partial Resolution

PEN - Pending

PEN - Pending

RES - Resolved